CASE STUDY

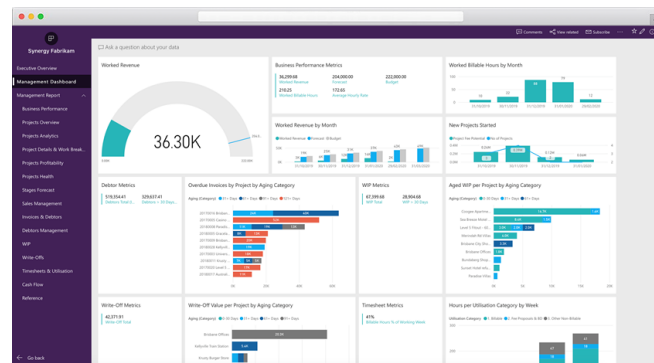## Rapid Digital Transformation in Professional Services

Business Challenge: Our client is a leading professional-services provider in Asia-Pacific with ambitious growth plans. To unlock the potential from recent mergers, they needed to increase the autonomy of teams and individuals by decentralising decision-making and making business information more accessible and usable for everyone.

Confronted with a patchwork of IT systems that were unable to provide a quick and easy understanding of real-time performance, or support analysis and provide insights to guide improvement efforts, they embarked on a digital transformation with our support.

Objective and Approach: First, we helped them select a manageable number of Key Performance Indicators (KPIs), metrics and measures to translate and guide strategy, define goals and performance targets, and manage critical business processes. Using Microsoft Power BI to integrate multiple systems and data sources, we developed a series of rapid prototypes of dashboards, data-visualisations, and decision support tools for each team.

Results and Value: In less than 6-months we implemented a comprehensive suite of scalable business-intelligence and data-analytics tools, including: dashboards for each individual to view and manage their own information; management dashboards for each business area; and real-time visualisation and analysis of key business processes including sales pipeline management, client project delivery, and budgeting & cost-management.

The transformation was successful, increasing ownership of performance targets and decision-making within teams, and greater understanding of performance and improvement potential across the business, resulting in identified cost and efficiency savings of more than 5% so far. More importantly, it resulted in improvements in teamwork, collaboration, and decision-making that will increase business agility and competitiveness for the future.

Management dashboards integrating data from cloud-based CRM, practice management, and HR solutions using Microsoft Azure and Power BI with custom application development in Python.